Section:	1	Title:	OPERATIONS
Sub Section:	8	Title:	OPERATIONS HELPDESK/SUPPORT
Document:	1	Title:	ON-CALL PROCEDURES

1. POLICY

1.1. Summary of Policy Changes

1.2. Purpose

The Operations Helpdesk area maintains ON-CALL lists from the various sections who support the operations of the ADOA IPC Data Center. This procedure explains how the lists are prepared and submitted to Operations.

1.3. Scope

This document explains what is expected by the departments using ON-CALL to support the customers of the IPC Data Center.

1.4. Responsibilities

ISD Operations
All ISD Sections

1.5. Definitions and Abbreviations

1.6. Description of Policy

1.7. References

1.8. Attachments

2. STANDARD

2.1. Summary of Standard Changes

2.2. Description of Standard

The HELP DESK is the central area for users to report problems for DOA ISD. The Help Desk must maintain phone records to be able to contact any area that a user may be having problems. During prime working hours this contact is usually made via work phone or by pager.

During non-prime time work hours, the Help Desk maintains a list of ON-CALL staffing. Each section of DOA ISD prepares a schedule informing the Help

Desk of who in the section is ON-CALL if a problem is discovered to involve the sections work or responsibilities.
In creating a ON-CALL list the following information must be included:
The period covered, this period must be at least 1 month of duration. The Managers name, work phone number, home phone number, pager and cellular phone. This is provided in case the Help Desk cannot reach the staff member assigned to ON-CALL duty. The ON-CALL list must show the name of the person, the period of time to be on-call, home phone number, work phone number, pager and cellular phone. The list can be sent using GROUPWISE on the ADOA LAN, send to OPERATIONS@AZDOA.GOV, this is a mailbox that is monitored and used by Operations.

When a problem is discovered by ADOA Operations or is called in by a user during non-primetime hours the following procedure will be followed:

1) The Shift Supervisor or lead person on duty will investigate the problem and determine if the problem can be resolved at the Operations level or if the problem must be escalated out of the area.

2) If it is determined that the problem must be escalated to another area, only the Shift Supervisor can make the decision to escalate. If the Shift Supervisor is not available, the lead person must call the OPERATIONS ON-CALL supervisor. Together the problem is discussed and a decision on escalation and to what section is made.
3) The Shift Supervisor or lead person finds the ON-CALL list for the section involved. The individual on call for the section is called and informed of the problem.

If Operations cannot contact the first person listed on the ON-CALL schedule, either via home phone or pager, Operations will wait 15 minutes for a answer to a page and then attempt to contact the next person on the ON-CALL schedule. This person decides if the problem is a critical problem, one requiring immediate attention, or if the problem can wait for normal work hours.

4) Operations then logs the calls made to ON-CALL staff in the MORNING REPORT. All activities during the previous 24 hour period can be viewed by Management the next working day.

2.3. Implications

2.4. References

2.5. Attachments

3. (TITLE) PROCEDURES

3.1. Summary of Procedure Changes

3.2. Procedure Details

3.3. References

3.4. Attachments

4. (TITLE) PROCEDURES

4.1. Summary of Procedure Changes

4.2. Procedure Details

4.3. References

4.4. Attachments

5. (TITLE) PROCEDURES

5.1. Summary of Procedure Changes

5.2. Procedure Details

5.3. References

5.4. Attachments